



Ensure performance with QIAGEN® services for QIAcuity® Digital PCR System



The QIAcuity® is an advanced digital PCR (dPCR) system that enables you to get the most out of your absolute quantification results for mutation detection, copy number variation, gene expression studies, gene-editing analysis and other applications. The system integrates the entire dPCR workflow, including partitioning, thermocycling and imaging, into a single automated platform. We provide

a comprehensive portfolio of service products for the QIAcuity to enable optimal functionality and productivity. Our highly skilled and certified service professionals are dedicated to ensuring the system operates at peak performance, providing reliable and accurate results. The QIAcuity is serviced on-site.

QIAGEN service agreements

Discover which service agreement best fits your needs and budget.

Included in a contract year for each covered instrument		Preventive Subscription (cat. no.)	Basic Agreement (cat. no.)	Full Agreement (cat. no.)	Premium Agreement (cat. no.)
QIAcuity One 2plex		9245355	9245401	9245362	9245769*
QIAcuity One 5plex		9245355	9245402	9245363	9245747*
QIAcuity Four		9245356	9245403	9245364	9245366
QIAcuity Eight		9245357	9245404	9245365	9245367
Repair visits (labor, travel)		10% discount	Yes	Yes	Yes
Repair parts coverage		10% discount	Yes	Yes	Yes
Planned Maintenance		Yes	Yes	Yes	Yes
Software updates		Yes	Yes	Yes	Yes
Technical phone support	Standard hours	Yes	Yes	Yes	Yes
	24/7 hotline	No	No	No	Yes**
Response time***		No	Five business days	Two business days	Next business day

*Not available in all countries. ** 24/7 technical phone support; in English outside of business hours. *** Response time for on-site visits.

QIAGEN Planned Maintenance

For the QIAcuity, an annual Planned Maintenance (PM) service is mandatory to ensure data integrity, uptime, compliance and peace of mind. This service can either be a component of a service agreement or ordered separately.

Planned Maintenance includes:

- Cleaning and maintenance
- Module inspection
- Belt-tension tests
- Plate-handling verification
- Software check
- Bar code reader verification
- Thermocycler temperature verification
- Quality-control run

QIAGEN Qualification Services

We recommend routine re-qualification of instruments on an annual basis for compliance, and following any major service intervention (e.g., Planned Maintenance, repairs service, or instrument relocation). You should define the frequency of re-qualification based on your usage, environmental conditions, repair and maintenance records, training level of operators, regulatory requirements and the potential impact of an out-of-specification result. Contact us for further information.

QIAGEN IQ/OQ

An Installation Qualification/Operational Qualification (IQ/OQ) service is designed for when you are seeking greater confidence in your system's functionality. This option serves to document compliance with quality standards and regulatory requirements of accreditation bodies. The QIAGEN IQ/OQ can be performed following the completion of instrument installation and includes:

- Documented proof of proper instrument hardware and system software setup
- Additional protocols and checks to ensure optimal instrument performance
- Detailed tests showing all critical operational parameters are within specified ranges
- Comprehensive compliant documentation

QIAGEN OQ

We also offer Operational Qualification (OQ) service, which verifies that your instrument is continuing to operate consistently according to manufacturer specifications. The OQ service includes:

- Tests and protocols to show that the instrument is operating according to specifications
- GLP-compliant documentation with deviation reporting

Related service products

Service product	Description	Cat. no.
QIAcuity One Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members.	9245352
QIAcuity Four Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members.	9245353
QIAcuity Eight Installation & Training	On-site installation of instrument hardware and system software. Includes application training for hands-on experience on instrument and qualifying up to four lab staff members.	9245354
QIAcuity, IQ/OQ Service	On-site installation qualification and operational qualification (IQ/OQ) service to verify instrument is installed and working according to manufacturer's specifications.	9245414
QIAcuity, OQ Service	On-site operational qualification (OQ) service to verify instrument is operating according to manufacturer's specifications.	9245649
QIAcuity, Application Training	On-site application training for up to four laboratory staff members. Provides hands-on experience on hardware and software applications, maintenance, and troubleshooting of the instrument.	9245457
QIAcuity One, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist.	9245443
QIAcuity Four, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist.	9245444
QIAcuity Eight, PM Service	On-site planned maintenance service by a certified QIAGEN service specialist.	9245445



For more information about QIAcuity, visit www.qiagen.com/qiacuity

For general information about QIAGEN digital PCR, visit www.qiagen.com/dPCR

For more information about QIAGEN Services, visit
www.qiagen.com/knowledge-and-support/service-solutions

The QIAcuity is intended for molecular biology applications. This product is not intended for the diagnosis, prevention or treatment of a disease. Therefore, the performance characteristics of the product for clinical use (i.e., diagnostic, prognostic, therapeutic or blood banking) is unknown.

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